

HCHB Turnstiles

Frequently Asked Questions:

Q: Why are you implementing this?

A: Electronic access control is being implemented to enhance HCHB access control by implementing two factor identification verification: Electronic Verification (card reader) and Visual Verification (Security Officer).

Q. Will I be able to enter/exit through security posts when they are closed?

A. No, you will still need to enter and exit through a security manned entrance/exit.

Q. What happens if I forget my badge at home or in the office or if I lose it?

A. Employees who forget their badge at home or in the office can have their employment status verified through the Personnel Access Control System and will be granted a temporary visitor badge.

Employees who lose their badge will need to report the badge lost or stolen and make an appointment for a new badge with the Security Service Center at: at 202-482-8355 or email at HCHBSecurity@doc.gov. The HCHB Security Service Center is located in Room 1522; hours of operation are M-W-F 8:30am- 4:00pm.

Q. What will happen if we need to evacuate the building, won't these turnstiles slow down the evacuation?

A. The turnstile physical barrier gates are designed to automatically drop when there is a fire alarm thus allowing free egress. The Security Officers also have the ability to locally open the turnstile gates as necessary.

Q. How do I use the turnstiles?

A. Entering - In general, you should approach the turnstile and present your HCHB identification at the card reader mounted on the turnstile. Once the card reader has read and validated access, the glass doors will open in the direction of travel and allow you to proceed.

Exiting – Approach the turnstile and present your HCHB identification at the card reader mounted on the turnstile. Once the card reader has read and validated access, the glass doors will open in the direction of travel and allow you to proceed.

Q. What will the information collected by the card readers be used for?

A. The records will be used consistent with the [System of Records Notice \(SORN\) Commerce/Dept-25: Access Control and Identity Management System](#).

Q. Will DOC employees who don't work at HCHB be able to badge in at the turnstiles?

A. Non-HCHB DOC employees who have a regular and recurring need for access to HCHB will need to visit the HCHB Security Service Center to be entered into the access control system and provided access permissions. DOC employees who enter the HCHB on an infrequent basis will enter as a visitor and once their DOC badge has been visually verified, will be granted access.

Q. Are there dedicated lanes for entering and exiting?

A. No, the lanes are bi-directional and will be used for two-way traffic. Please refer to the Turnstile Etiquette Section below.

Q. I have physical accessibility issues, will I be able to go through the turnstiles?

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A. Yes. At each location where we have turnstiles, there are ADA complaint lanes to accommodate you.

Q. I bring my child in to work for daycare, and sometime in a stroller. Will I be able to push a stroller safely through the turnstiles?

A. Yes, the turnstiles are outfitted with sensors to allow for the safe passage of strollers and rolling bags. Additionally, the Security Officers have the ability to hold open the turnstile gates to allow additional time for safe passage.

Q. How do I know that I can proceed through the turnstile lane?

A. When Entering or Exiting, simply step towards the turnstile lane and present your Identification to the card reader. Upon a valid card read, the card reader will beep and the LED will change colors, followed by the opening of the glass doors.

Q. Will visitors from other Federal Agencies be able to badge in through the turnstiles?

A. Visitors from other Federal Agencies will not be able to badge in through the turnstiles. They will need to enter through one of our Visitor Entrances.

Turnstile Etiquette and Common Troubleshooting:

1. As these turnstile lanes are bi-directional, please yield the right of way to the person who approaches a lane first and wait for them to pass through.
2. Do not set items down on the top of the turnstiles.
3. It is important to note that for security purposes, the read range of these card readers is reduced, meaning the badges must be held close to the card reader in order to get a valid read. Some other common troubleshooting pointers:
 - a. Ensure you hold the badge still (no waving it) in front of the card reader for up to 3 seconds.
 - b. Ensure you don't have other badges or Metro SmartTrip cards in the vicinity of the card reader as they can cause an invalid card read.
 - c. If you have a badge holder equipped with RFID Shielding, then you must remove the badge from the badge holder.